

**Performance Measurement No 4 - PIC Changes****Time from PIC Change Request to Implementation**

(measured in terms of percentage received within each successive 6 hour period, until 95% is achieved)

Entity	3rd Quarter 2001	4th Quarter 2001	1st Quarter 2002	2nd Quarter 2002	3rd Quarter 2002	4th Quarter 2002
<b>Arkansas Results</b>						
<b>% Met In First 6 Hour Period</b>						
BOC & Affiliates	91.47%	87.55%	97.80%	95.39%	91.42%	
Non-Affiliates	91.66%	98.55%	95.97%	97.69%	98.75%	
<i>Difference</i>	7.19%	11.00%	.413%	2.30%	7.31%	
<b>Successive 6 Hour Period when 95% was achieved</b>						
BOC & Affiliates	2	2	1	1	1	2
Non-Affiliates	1	1	1	1	1	1
<i>Difference</i>	1	1	-	-	-	1
<b>Kansas Results</b>						
<b>% Met In First 6 Hour Period</b>						
BOC & Affiliates	91.54%	94.05%	88.49%	98.89%	98.34%	99.19%
Non-Affiliates	94.99%	97.55%	96.42%	96.55%	96.03%	98.60%
<i>Difference</i>	2.95%	3.50%	7.93%	.234%	.211%	.59%
<b>Successive 6 Hour Period when 95% was achieved</b>						
BOC & Affiliates	2	2	2	1	1	1
Non-Affiliates	2	1	1	1	1	1
<i>Difference</i>	-	1	1	-	-	-
<b>Missouri Results</b>						
<b>% Met In First 6 Hour Period</b>						
BOC & Affiliates	99.34%	86.74%	92.47%	95.34%	88.64%	
Non-Affiliates	94.44%	95.94%	94.64%	94.73%	92.51%	
<i>Difference</i>	.400%	.920%	.217%	.061%	.391%	
<b>Successive 6 Hour Period when 95% was achieved</b>						
BOC & Affiliates	1	2	2	1	2	
Non-Affiliates	2	1	2	2	2	
<i>Difference</i>	(1)	1	-	(1)	-	

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Fatty      3rd Quarter 4th Quarter 1st Quarter 2nd Quarter 3rd Quarter 4th Quarter  
2001      2002      2002      2002      2002      2002

**Oklahoma Results**

% Met In First 6 Hour Period		
BOC & Affiliates	Non-Affiliates	Difference
94.42%	93.10%	.8816%
95.53%	97.04%	.9740%
1.11%	3.94%	.924%

**Successive 6 Hour Period  
when 95% was achieved**

BOC & Affiliates	Non-Affiliates	Difference
2	2	-
1	1	-
1	1	-

**Texas Results**

% Met In First 6 Hour Period		
BOC & Affiliates	Non-Affiliates	Difference
96.65%	96.67%	.9501%
94.78%	97.54%	.9782%
1.87%	-0.89%	-.279%

**Successive 6 Hour Period  
when 95% was achieved**

BOC & Affiliates	Non-Affiliates	Difference
1	1	-
2	1	-
(1)	-	-

**Performance Measurement No 4 - PIC Changes  
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(measured in terms of percentage received within each successive 6 hour period, until 95% is achieved)

Facility	1st Quarter 2003		2nd Quarter 2003	
	1st	2nd	1st	2nd
<b>Arkansas Results</b>				
<b>% Met In First 6 Hour Period</b>				
<b>BOC &amp; Other Affiliates</b>				
Section 272 Affiliates	99.30%	96.67%		
Non-Affiliates	97.65%	93.61%		
<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>	97.65%	93.61%		
<b>Difference - Non-affiliates less Section 272 Affiliates</b>	1.61%	.34%		

**Successive 6 Hour Period when 95% was achieved**

<b>BOC &amp; Other Affiliates</b>			
Section 272 Affiliates	1	1	
Non-Affiliates	1	2	
<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>	1	2	
<b>Difference - Non-affiliates less Section 272 Affiliates</b>	0	1	

**California Results**

<b>% Met In First 6 Hour Period</b>	
<b>BOC &amp; Other Affiliates</b>	
Section 272 Affiliates	98.31%
Non-Affiliates	98.22%
<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>	98.22%
<b>Difference - Non-affiliates less Section 272 Affiliates</b>	-0.09%
	3.89%

**Successive 6 Hour Period when 95% was achieved**

<b>BOC &amp; Other Affiliates</b>			
Section 272 Affiliates	1	2	
Non-Affiliates	1	1	
<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>	1	1	
<b>Difference - Non-affiliates less Section 272 Affiliates</b>	0	-1	

**Performance Measurement No 4 - PIC Changes  
Time from PIC Change Request to Implementation**

(measured in terms of percentage received within each successive 6 hour period, until 95% is achieved)

Entity	1st Quarter 2001	2nd Quarter 2003
<b>Kansas Results</b>		
<b>% Met In First 6 Hour Period</b>		
BOC & Other Affiliates		
Section 272 Affiliates	89.48%	88.49%
Non-Affiliates	97.52%	95.34%
Difference - Non-affiliates less BOC & Other Affiliates	97.52%	95.34%
Difference - Non-affiliates less Section 272 Affiliates	.804%	6.45%

**Successive 6 Hour Period when 95% was achieved**

<b>% Met In First 6 Hour Period</b>		
BOC & Other Affiliates		
Section 272 Affiliates	3	4
Non-Affiliates	1	1
Difference - Non-affiliates less BOC & Other Affiliates	1	1
Difference - Non-affiliates less Section 272 Affiliates	-.2	.3

**Missouri Results**

<b>% Met In First 6 Hour Period</b>		
BOC & Other Affiliates		
Section 272 Affiliates	92.61%	87.52%
Non-Affiliates	94.11%	86.36%
Difference - Non-affiliates less BOC & Other Affiliates	94.31%	86.36%
Difference - Non-affiliates less Section 272 Affiliates	1.77%	-1.16%

**Successive 6 Hour Period when 95% was achieved**

<b>% Met In First 6 Hour Period</b>		
BOC & Other Affiliates		
Section 272 Affiliates	2	2
Non-Affiliates	2	2
Difference - Non-affiliates less BOC & Other Affiliates	2	2
Difference - Non-affiliates less Section 272 Affiliates	0	0

**Performance Measurement No 4 - PIC Changes  
Time from PIC Change Request to Implementation**

(measured in terms of percentage received within each successive 6 hour period, until 95% is achieved)

Entity	Quarter	1st	2nd	
		Quarter	Quarter	
<b>Nevada Results</b>				
<b>% Met In First 6 Hour Period</b>				
<b>BOC &amp; Other Affiliates</b>				
Section 272 Affiliates		89.59%		
Non-Affiliates		98.70%		
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>		98.70%		
<i>Difference - Non-affiliates less Section 272 Affiliates</i>		9.11%		
<b>Successive 6 Hour Period when 95% was achieved</b>				
<b>BOC &amp; Other Affiliates</b>				
Section 272 Affiliates		2		
Non-Affiliates		1		
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>		1		
<i>Difference - Non-affiliates less Section 272 Affiliates</i>		1		
<b>Oklahoma Results</b>				
<b>% Met In First 6 Hour Period</b>				
<b>BOC &amp; Other Affiliates</b>				
Section 272 Affiliates		98.24%		
Non-Affiliates		91.67%		
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>		98.43%		
<i>Difference - Non-affiliates less Section 272 Affiliates</i>		91.67%		
<i>Difference - Non-affiliates less Section 272 Affiliates</i>		.575%		
<b>Successive 6 Hour Period when 95% was achieved</b>				
<b>BOC &amp; Other Affiliates</b>				
Section 272 Affiliates		1		
Non-Affiliates		1		
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>		2		
<i>Difference - Non-affiliates less Section 272 Affiliates</i>		1		

**Performance Measurement No 4 - PIC Changes  
Time from PIC Change Request to Implementation**

(measured in terms of percentage received within each successive 6 hour period, until 95% is achieved)

Entity	1st Quarter 2003	2nd Quarter 2003
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**Texas Results**

**% Met In First 6 Hour Period**

<b>BOC &amp; Other Affiliates</b>	
<b>Section 272 Affiliates</b>	97.74%
<b>Non-Affiliates</b>	91.29%
<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>	9.42%
<b>Difference - Non-affiliates less Section 272 Affiliates</b>	.32%

**Successive 6 Hour Period when 95% was achieved**

<b>BOC &amp; Other Affiliates</b>	
<b>Section 272 Affiliates</b>	1
<b>Non-Affiliates</b>	2
<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>	1
<b>Difference - Non-affiliates less Section 272 Affiliates</b>	0

**Performance Measurement No 5 - Exchange Access**  
**Mean Time in Restore**  
(measured in terms of percentage received within each successive one hour period, until 95% was attained)

Product	Entity	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
<b>Arkansas Results</b>																			
<b>% Restored In First Hour</b>																			
DS1	<b>BOC &amp; Affiliates</b>	n/a	100.0%	0.0%	100.0%	n/a	100.0%	n/a	100.0%	n/a	100.0%	0.0%	100.0%	n/a	n/a	n/a	n/a	50.0%	
DS1	<b>Non-Affiliates</b>	66.7%	100.0%	n/a	66.7%	n/a	n/a	n/a	n/a	n/a	n/a	50.0%	100.0%	n/a	n/a	n/a	n/a	n/a	
	<b>Difference</b>	n/a	-50.0%	0.0%	100.0%	n/a	n/a	n/a	n/a										
DS1	<b>BOC &amp; Affiliates</b>	26.2%	20.0%	35.3%	28.3%	22.6%	16.1%	24.1%	35.6%	27.7%	22.6%	29.0%	21.1%	32.1%	38.2%	32.1%	18.7%	18.1%	n/a
DS1	<b>Non-Affiliates</b>	14.3%	11.9%	18.8%	27.6%	15.9%	11.8%	20.1%	21.9%	12.8%	10.4%	13.8%	16.0%	18.7%	n/a	n/a	n/a	n/a	n/a
	<b>Difference</b>	-11.9%	-8.1%	-16.5%	-0.7%	-6.7%	-4.3%	-4.0%	-13.7%	-14.9%	-12.3%	-14.9%	-1.3%	-1.3%	-7.0%	-7.0%	-1.3%	-7.0%	-7.0%
DS0	<b>BOC &amp; Affiliates</b>	17.2%	35.7%	17.0%	31.6%	28.6%	24.1%	32.0%	42.9%	24.1%	18.8%	22.2%	22.2%	38.1%	38.1%	38.1%	38.1%	26.1%	26.1%
DS0	<b>Non-Affiliates</b>	12.1%	18.1%	18.9%	22.4%	19.4%	28.3%	19.8%	11.4%	12.7%	11.4%	19.1%	13.2%	19.1%	15.6%	15.6%	19.1%	19.1%	19.1%
	<b>Difference</b>	-5.1%	-17.6%	-1.8%	-1.8%	-9.2%	-9.1%	-9.7%	-5.3%	-17.5%	-17.5%	-7.4%	-7.4%	-7.4%	-7.4%	-7.4%	-7.4%	-10.5%	-10.5%
<b>Successive One Hour Period</b>																			
DS3	<b>BOC &amp; Affiliates</b>	n/a	n/a	2	1	n/a	1	n/a	2	3	1	1	1	1	n/a	n/a	n/a	n/a	6
DS3	<b>Non-Affiliates</b>	3	1	n/a	n/a	7	n/a	n/a	n/a	(2)	(2)	(2)	(2)	(2)	n/a	n/a	n/a	n/a	
	<b>Difference</b>	n/a	n/a	n/a	n/a	(6)	n/a												
DS1	<b>BOC &amp; Affiliates</b>	8	9	7	6	9	10	8	8	7	8	7	9	5	5	5	5	7	
DS1	<b>Non-Affiliates</b>	7	10	8	7	9	10	6	8	8	10	12	10	8	8	8	8	8	
	<b>Difference</b>	/	(1)	(1)	(1)	-	-	-	-	(1)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	
DS0	<b>BOC &amp; Affiliates</b>	12	7	7	5	8	13	7	7	10	5	13	14	11	14	14	14	14	
DS0	<b>Non-Affiliates</b>	13	12	7	11	13	10	10	5	13	14	12	8	8	7	7	7	7	
	<b>Difference</b>	(1)	(1)	(1)	(1)	(6)	(5)	(5)	(5)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	

**Performance Measurement No 5 - Exchange Access**

**Mean Time to Restore**

(measured in terms of percentage received within each successive one hour period, until 95% was attained)

Product	Entity	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
<b>Kansas Results</b>																			
<b>% Restored In First Hour</b>																			
DS3	<b>BOC &amp; Affiliates</b>	n/a	50.0%	33.3%	50.0%	50.0%	50.0%	n/a	n/a	n/a	n/a	50.0%	50.0%	100.0%	100.0%	100.0%	n/a	100.0%	n/a
DS3	<b>Non-Affiliates</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	n/a	n/a	n/a	100.0%	100.0%	n/a	66.7%	100.0%	n/a	50.0%	n/a
	<b>Difference</b>	n/a	50.0%	66.7%	66.7%	66.7%	66.7%	n/a	n/a	n/a	n/a	50.0%	50.0%	n/a	-33.3%	0.0%	n/a	-50.0%	n/a
DS1	<b>BOC &amp; Affiliates</b>	16.7%	20.1%	13.8%	15.1%	27.1%	17.6%	14.9%	14.0%	11.0%	21.7%	30.4%	25.9%	18.2%	21.6%	21.2%	26.8%	22.2%	
DS1	<b>Non-Affiliates</b>	20.4%	15.3%	19.0%	13.5%	21.6%	16.1%	23.5%	23.4%	20.2%	16.0%	18.0%	25.8%	19.2%	15.4%	21.0%	23.0%	17.9%	25.8%
	<b>Difference</b>	3.8%	-4.9%	3.2%	-1.7%	-5.5%	-1.5%	8.6%	9.4%	8.3%	-6.8%	-12.5%	-0.1%	1.0%	-10.0%	0.1%	1.8%	-8.9%	3.6%
DS0	<b>BOC &amp; Affiliates</b>	17.9%	16.1%	33.5%	33.5%	50.0%	26.3%	31.0%	52.2%	9.5%	45.5%	50.0%	46.9%	26.1%	33.3%	21.8%	35.7%	26.7%	
DS0	<b>Non-Affiliates</b>	20.8%	11.8%	17.4%	13.2%	20.4%	26.0%	33.1%	16.8%	17.7%	22.7%	18.1%	18.6%	10.9%	16.9%	31.3%	16.2%	15.1%	54.0%
	<b>Difference</b>	3.0%	-4.3%	-15.5%	-20.1%	-29.6%	-0.3%	-3.5%	2.0%	-35.4%	8.1%	22.7%	-3.1%	9.9%	-15.2%	-16.4%	-19.6%	-9.9%	27.4%
<b>Successive One Hour Period</b>																			
<b>when 95% was attained</b>																			
DS3	<b>BOC &amp; Affiliates</b>	n/a	4	9	3	n/a	n/a	n/a	n/a	n/a	2	2	5	n/a	4	7	3	4	n/a
DS3	<b>Non-Affiliates</b>	3	1	1	2	n/a	n/a	n/a	n/a	n/a	1	1	1	n/a	3	4	1	n/a	2
	<b>Difference</b>	n/a	3	1	2	n/a	n/a	n/a	n/a	n/a	1	1	1	n/a	4	1	1	n/a	n/a
DS1	<b>BOC &amp; Affiliates</b>	7	10	24	17	5	5	7	6	7	6	7	7	7	6	10	8	6	5
DS1	<b>Non-Affiliates</b>	11	11	9	10	8	10	7	9	10	10	9	10	11	8	9	9	10	7
	<b>Difference</b>	(4)	(1)	(1)	(1)	(5)	(5)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(4)	(2)	(1)	(1)	(2)
DS0	<b>BOC &amp; Affiliates</b>	10	9	10	10	9	7	16	4	7	5	8	12	12	15	8	7	8	15
DS0	<b>Non-Affiliates</b>	15	17	19	11	9	11	9	7	10	8	13	11	13	9	15	7	12	9
	<b>Difference</b>	(5)	(8)	(9)	(1)	(4)	(4)	(9)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)

Performance Metrics for Measurement No. 5 - Exchange Access													
Mean Time to Restore													
Missouri Results													
Period	Entity	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02
D50	BOC & AMMitters	n/a	0.0%	0.0%	100.0%	0.0%	100.0%	n/a	n/a	n/a	100.0%	n/a	100.0%
D51	BOC & AMMitters	90.0%	33.3%	85.7%	66.7%	30.0%	15.0%	50.0%	33.3%	30.0%	40.0%	60.0%	100.0%
D52	BOC & AMMitters	n/a	33.3%	85.7%	66.7%	30.0%	15.0%	50.0%	33.3%	30.0%	40.0%	60.0%	100.0%
D53	BOC & AMMitter	10.7%	20.7%	18.5%	18.5%	20.6%	19.0%	15.8%	18.9%	17.3%	22.0%	32.2%	20.4%
D50	BOC & AMMitters	3.1%	-0.3%	1.0%	-0.3%	2.0%	2.4%	1.7%	2.3%	2.1%	2.1%	1.4%	2.3%
D51	BOC & AMMitters	13.7%	20.2%	19.5%	21.5%	18.2%	17.4%	16.4%	20.8%	21.9%	22.0%	32.2%	20.4%
D52	BOC & AMMitter	n/a	33.3%	85.7%	66.7%	30.0%	15.0%	50.0%	33.3%	30.0%	40.0%	60.0%	100.0%
D50	Non-AMMitters	22.6%	33.3%	12.8%	24.1%	23.7%	8.3%	14.3%	26.7%	20.0%	16.7%	22.2%	23.8%
D51	Non-AMMitters	19.7%	13.7%	14.1%	20.5%	17.5%	18.6%	17.5%	22.2%	16.7%	11.7%	13.1%	24.3%
D52	Non-AMMitter	n/a	33.3%	85.7%	66.7%	30.0%	15.0%	50.0%	33.3%	30.0%	40.0%	60.0%	100.0%
D50	BOC & AMMitter	2.8%	1.9%	1.4%	1.4%	1.4%	1.4%	1.4%	1.4%	1.4%	1.4%	1.4%	1.4%
D51	BOC & AMMitter	n/a	6	2	1	6	1	n/a	n/a	6	n/a	4	1
D52	BOC & AMMitter	n/a	2	1	1	1	1	n/a	n/a	2	n/a	7	1
D53	BOC & AMMitter	n/a	2	1	1	1	1	n/a	n/a	2	n/a	7	1
D50	Non-AMMitter	12	7	9	9	17	8	8	11	11	9	15	18
D51	Non-AMMitter	14	9	8	9	11	9	9	11	11	9	10	14
D52	Non-AMMitter	n/a	13	8	9	9	8	8	9	9	9	8	8
D53	Non-AMMitter	n/a	14	9	8	9	8	8	9	9	9	8	8
D50	BOC & AMMitters	33	14	9	8	17	8	8	11	11	9	15	18
D51	BOC & AMMitter	12	7	22	7	8	7	8	10	10	9	13	12
D52	BOC & AMMitter	n/a	13	8	9	9	8	8	9	9	9	10	11
D53	BOC & AMMitter	n/a	12	7	22	7	8	7	8	10	10	9	11
D50	Non-AMMitter	DS0	BOC & AMMitters	DS1	BOC & AMMitter	DS2	BOC & AMMitter	DS3	BOC & AMMitter	DS4	BOC & AMMitter	DS5	BOC & AMMitter

#### **Performance Measure No 5 - Exchange Access Mean Time to Restore**

(P2H)

**Performance Measurement No 5 - Exchange Access**

**Mean Time to Restore**

(measured in terms of percentage received within each successive one hour period, until 95% was attained)

Product	Entity	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
<b>Texas Results</b>																			
<b>% Restored In First Hour</b>																			
DS1	BOC & Affiliates	29.4%	42.3%	25.0%	28.6%	25.0%	7.7%	50.0%	30.8%	50.0%	33.3%	54.6%	50.0%	0.0%	26.7%	36.4%	50.0%	12.5%	50.0%
DS1	Non-Affiliates	33.3%	59.1%	37.5%	28.6%	33.3%	47.1%	57.1%	43.8%	27.3%	35.7%	37.5%	36.4%	60.0%	52.6%	35.7%	76.9%	45.5%	76.9%
	Difference	3.9%	16.8%	12.5%	0.0%	8.3%	39.4%	7.1%	13.0%	-22.7%	2.4%	-17.1%	-13.6%	60.0%	26.0%	-0.7%	26.9%	33.0%	26.9%
DS1	BOC & Affiliates	20.4%	12.8%	15.4%	15.1%	15.7%	18.5%	17.0%	14.3%	12.4%	16.8%	19.4%	16.3%	15.3%	14.6%	17.7%	18.1%	16.5%	17.1%
DS1	Non-Affiliates	12.9%	13.7%	16.0%	14.9%	16.1%	16.9%	18.7%	19.3%	17.5%	18.2%	19.8%	17.9%	14.9%	17.7%	18.7%	17.4%	17.2%	20.2%
	Difference	-7.6%	0.8%	0.6%	-0.3%	0.5%	-1.6%	1.7%	3.0%	5.1%	1.4%	0.5%	1.6%	0.3%	3.1%	1.0%	-0.7%	0.7%	3.1%
DS0	BOC & Affiliates	9.7%	11.8%	16.2%	16.8%	16.7%	20.4%	30.9%	13.9%	15.7%	14.5%	14.6%	24.2%	26.6%	19.8%	25.4%	10.4%	18.2%	17.1%
DS0	Non-Affiliates	11.7%	13.7%	11.4%	12.8%	12.1%	14.8%	18.5%	23.3%	14.1%	19.7%	20.7%	24.4%	14.3%	16.6%	14.3%	17.9%	17.8%	18.1%
	Difference	2.0%	1.9%	-4.7%	-4.0%	-4.6%	-5.6%	-12.5%	9.4%	-1.6%	5.2%	6.1%	0.3%	-12.3%	-3.3%	-11.1%	7.5%	0.4%	1.0%
<b>Successive One Hour Period when 95% was attained</b>																			
DS3	BOC & Affiliates	8	9	10	5	7	9	7	5	7	13	5	4	3	7	4	8	14	9
DS3	Non-Affiliates	6	7	11	7	13	6	10	5	12	6	12	4	4	9	7	5	7	7
	Difference	2	2	(1)	(2)	(6)	3	(3)	-	(5)	7	(7)	(1)	(2)	(1)	3	7	2	
DS1	BOC & Affiliates	15	13	14	13	19	12	13	11	12	13	10	9	13	12	14	16	15	12
DS1	Non-Affiliates	15	12	13	13	12	11	10	11	9	11	10	11	12	11	11	11	12	10
	Difference	1	1	-	7	1	3	-	3	2	-	(2)	1	1	3	5	3	2	
DS0	BOC & Affiliates	14	13	33	19	9	13	21	12	14	27	13	12	13	13	10	11	17	16
DS0	Non-Affiliates	19	12	15	17	13	13	14	12	10	12	8	10	12	9	11	11	12	9
	Difference	(5)	1	18	2	(4)	-	7	-	4	13	5	2	1	4	(1)	-	5	7

**Performance Measurement No. 5 - Exchange Access**  
**Mean Time to Restore**

(measured in terms of percentage received within each successive one hour period, until 95% was attained)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
<b>Arkansas Results</b>						
<b>% Restored In First Hour</b>						
DS-1 BOC & Other Affiliates	100.00%	50.00%	0.00%	n/a	0.00%	0.00%
DS-3 Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS-3 Non-Affiliates	50.00%	n/a	n/a	n/a	100.00%	66.67%
Difference - Non-affiliates less BOC & Other Affiliates	-50.00%	n/a	n/a	n/a	100.00%	66.67%
Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS-1 BOC & Other Affiliates	31.48%	32.76%	32.26%	24.66%	17.80%	28.03%
DS-1 Section 272 Affiliates	n/a	0.00%	50.00%	50.00%	0.00%	25.00%
DS-1 Non-Affiliates	21.24%	18.92%	11.64%	20.51%	18.33%	13.50%
Difference - Non-affiliates less BOC & Other Affiliates	-10.24%	-13.84%	-20.62%	-4.09%	6.53%	-14.53%
Difference - Non-affiliates less Section 272 Affiliates	n/a	18.92%	18.36%	-29.43%	18.33%	11.50%
DS-0 BOC & Other Affiliates	18.18%	42.86%	44.44%	24.00%	31.58%	35.71%
DS-0 Section 272 Affiliates	n/a	100.00%	n/a	n/a	n/a	n/a
DS-0 Non-Affiliates	8.16%	15.62%	22.67%	19.61%	10.11%	10.87%
Difference - Non-affiliates less BOC & Other Affiliates	-10.02%	-7.24%	-21.77%	-4.39%	-21.55%	-24.44%
Difference - Non-affiliates less Section 272 Affiliates	n/a	-64.38%	n/a	n/a	n/a	n/a
<b>Successive One Hour Period when 95% was attained</b>						
DS-3 BOC & Other Affiliates	1	1	4	n/a	4	4
DS-3 Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS-3 Non-Affiliates	2	n/a	n/a	n/a	1	3
Difference - Non-affiliates less BOC & Other Affiliates	1	n/a	n/a	n/a	-3	-7
Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS-1 BOC & Other Affiliates	7	8	9	9	9	8
DS-1 Section 272 Affiliates	n/a	3	2	2	4	6
DS-1 Non-Affiliates	8	6	6	8	8	8
Difference - Non-affiliates less BOC & Other Affiliates	1	-2	-2	-1	1	0
Difference - Non-affiliates less Section 272 Affiliates	n/a	3	4	6	4	0
DS-0 BOC & Other Affiliates	5	4	5	10	9	9
DS-0 Section 272 Affiliates	n/a	1	n/a	n/a	n/a	n/a
DS-0 Non-Affiliates	8	10	9	7	13	12
Difference - Non-affiliates less BOC & Other Affiliates	3	6	4	-3	4	3
Difference - Non-affiliates less Section 272 Affiliates	n/a	9	n/a	n/a	n/a	n/a

**Performance Measurement No 5 - Exchange Access  
Mean Time to Restore**

(measured in terms of percentage received within each successive one hour period until 95% was attained)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
<b>California Results</b>						
<b>% Restored In First Hour</b>						
DS3      BOC & Other Affiliates	40.00%	66.67%	61.11%	69.55%	42.65%	53.33%
DS3      Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS3      Non-Affiliates	40.39%	75.00%	43.48%	57.65%	57.58%	65.00%
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	<i>6.39%</i>	<i>8.33%</i>	<i>-17.61%</i>	<i>11.81%</i>	<i>14.22%</i>	<i>11.67%</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
DS1      BOC & Other Affiliates	11.87%	8.71%	14.02%	16.17%	12.26%	14.59%
DS1      Section 272 Affiliates	n/a	n/a	50.00%	50.00%	14.29%	31.58%
DS1      Non-Affiliates	12.56%	12.04%	13.61%	14.12%	12.49%	9.97%
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	<i>0.19%</i>	<i>3.43%</i>	<i>-0.41%</i>	<i>2.05%</i>	<i>0.23%</i>	<i>-6.62%</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>-16.39%</i>	<i>35.80%</i>	<i>1.80%</i>	<i>-21.61%</i>
DS0      BOC & Other Affiliates	16.67%	15.91%	24.68%	13.04%	11.83%	20.00%
DS0      Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0      Non-Affiliates	22.90%	22.74%	21.21%	21.34%	21.10%	20.08%
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	<i>6.23%</i>	<i>6.81%</i>	<i>-1.43%</i>	<i>10.30%</i>	<i>10.17%</i>	<i>0.08%</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
<b>Successive One Hour Period when 95% was attained</b>						
DS3      BOC & Other Affiliates	10	3	4	5	5	6
DS3      Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS3      Non-Affiliates	8	6	4	4	6	3
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	<i>-2</i>	<i>3</i>	<i>0</i>	<i>-1</i>	<i>1</i>	<i>-3</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
DS1      BOC & Other Affiliates	15	19	14	14	12	14
DS1      Section 272 Affiliates	n/a	n/a	3	15	8	11
DS1      Non-Affiliates	15	17	13	12	12	12
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	<i>0</i>	<i>-2</i>	<i>-1</i>	<i>-2</i>	<i>0</i>	<i>-2</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>10</i>	<i>-1</i>	<i>4</i>	<i>1</i>
DS0      BOC & Other Affiliates	30	11	13	9	9	12
DS0      Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0      Non-Affiliates	10	9	11	10	8	11
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	<i>-20</i>	<i>-2</i>	<i>-2</i>	<i>1</i>	<i>-1</i>	<i>-1</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>

Product Edit

(measured in terms of percentage received within each successive one hour period, until 95% was attained)

Performance Measure No. 5 - Exchange Access

**Performance Measurement No. 5 - Exchange Access**  
**Mean Time to Restore**

(measured in terms of percentage received within each successive one hour period, until 95% was attained)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	June-03
<b>Missouri Results</b>						
<b>% Restored In First Hour</b>						
DS3 BOC & Other Affiliates	11.33%	25.00%	n/a	100.00%	100.00%	40.00%
DS3 Section 272 Affiliates	n/a	n/a	n/a	n/a	100.00%	n/a
DS3 Non-Affiliates	60.00%	100.00%	n/a	66.67%	100.00%	60.00%
Difference - Non-affiliates less BOC & Other Affiliates	26.67%	75.00%	n/a	-31.33%	0.00%	20.00%
Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	#VALUE!	n/a	0.00%	n/a
DS1 BOC & Other Affiliates	27.88%	17.58%	18.27%	21.43%	17.39%	22.93%
DS1 Section 272 Affiliates	100.00%	100.00%	100.00%	100.00%	100.00%	25.00%
DS1 Non-Affiliates	25.29%	25.45%	25.08%	25.61%	24.55%	15.08%
Difference - Non-affiliates less BOC & Other Affiliates	-2.19%	7.87%	6.81%	4.18%	7.16%	-7.87%
Difference - Non-affiliates less Section 272 Affiliates	-74.71%	-74.51%	-24.92%	-74.39%	4.55%	-9.94%
DS0 BOC & Other Affiliates	25.93%	28.57%	31.82%	4.17%	15.00%	15.00%
DS0 Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0 Non-Affiliates	19.86%	23.77%	20.43%	22.67%	17.02%	10.08%
Difference - Non-affiliates less BOC & Other Affiliates	-6.13%	-4.80%	-11.39%	18.10%	2.02%	24.94%
Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	#VALUE!	n/a	n/a	n/a
<b>Successive One Hour Period when 95% was attained</b>						
DS3 BOC & Other Affiliates	3	4	5	1	1	8
DS3 Section 272 Affiliates	n/a	n/a	5	n/a	1	n/a
DS3 Non-Affiliates	2	1	n/a	2	1	3
Difference - Non-affiliates less BOC & Other Affiliates	1	-3	n/a	1	0	-5
Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	#VALUE!	n/a	0	n/a
DS1 BOC & Other Affiliates	8	7	7	7	8	9
DS1 Section 272 Affiliates	1	1	3	1	4	3
DS1 Non-Affiliates	8	11	8	8	8	9
Difference - Non-affiliates less BOC & Other Affiliates	0	4	1	1	0	0
Difference - Non-affiliates less Section 272 Affiliates	7	10	5	7	4	6
DS0 BOC & Other Affiliates	13	9	8	16	8	11
DS0 Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0 Non-Affiliates	7	9	12	9	9	9
Difference - Non-affiliates less BOC & Other Affiliates	-6	0	4	-7	1	-2
Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a

**Performance Measurement No. 5 - Exchange Access**  
**Mean Time to Restore**

(measured in terms of percentage received within each successive one hour period, until 95% was attained)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
<b>Nevada Results</b>						
<b>% Restored In First Hour</b>						
DS3      BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS3      Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS3      Non-Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%
DS1      BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS1      Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS1      Non-Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	7.69%	7.69%	7.69%	7.69%	7.69%	7.69%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%
DS0      BOC & Other Affiliates	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%
DS0      Section 272 Affiliates	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
DS0      Non-Affiliates	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%
<b>Successive One Hour Period when 95% was attained</b>						
DS3      BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS3      Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS3      Non-Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	6	6	6	6	6	6
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	9	9	9	9	9	9
DS1      BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS1      Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS1      Non-Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	15	15	15	15	15	15
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	16	16	16	16	16	16
DS0      BOC & Other Affiliates	4	4	4	4	4	4
DS0      Section 272 Affiliates	3	3	3	3	3	3
DS0      Non-Affiliates	10	10	10	10	10	10
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	6	6	6	6	6	6
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	7	7	7	7	7	7

**Performance Measurement No 5 - Exchange Access**  
**Mean Time to Restore**

(measured in terms of percentage received within each successive one hour period, until 95% was attained)

Product Entity	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01
<b>Oklahoma Results</b>						
<b>% Restored In First Hour</b>						
DS1      BOC & Other Affiliates	50.00%	33.31%	0.00%	100.00%	0.00%	0.00%
DS3      Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS3      Non-Affiliates	n/a	n/a	0.00%	n/a	31.33%	100.00%
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>0.00%</i>	<i>n/a</i>	<i>33.33%</i>	<i>100.00%</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>0.00%</i>	<i>n/a</i>	<i>33.33%</i>	<i>100.00%</i>
DS1      BOC & Other Affiliates	23.44%	16.99%	25.31%	18.82%	22.02%	25.66%
DS1      Section 272 Affiliates	n/a	100.00%	0.00%	100.00%	0.00%	0.00%
DS1      Non-Affiliates	23.70%	26.83%	18.01%	15.00%	20.99%	11.25%
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	<i>0.26%</i>	<i>10.16%</i>	<i>-7.34%</i>	<i>-3.82%</i>	<i>1.03%</i>	<i>14.41%</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>n/a</i>	<i>71.17%</i>	<i>18.01%</i>	<i>35.00%</i>	<i>20.99%</i>	<i>11.25%</i>
DS0      BOC & Other Affiliates	42.11%	50.00%	18.18%	25.00%	15.15%	18.75%
DS0      Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0      Non-Affiliates	22.58%	12.93%	17.81%	8.13%	18.15%	3.03%
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	<i>19.51%</i>	<i>-37.07%</i>	<i>-0.37%</i>	<i>16.87%</i>	<i>1.67%</i>	<i>15.72%</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
<b>Successive One Hour Period when 95% was attained</b>						
DS3      BOC & Other Affiliates	2	5	18	1	6	4
DS3      Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS3      Non-Affiliates	n/a	n/a	5	3	1	1
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>-13</i>	<i>-1</i>	<i>3</i>	<i>-1</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
DS1      BOC & Other Affiliates	10	8	9	7	10	9
DS1      Section 272 Affiliates	n/a	1	2	1	6	5
DS1      Non-Affiliates	9	10	11	11	9	11
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	<i>-1</i>	<i>2</i>	<i>2</i>	<i>4</i>	<i>-1</i>	<i>2</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
DS0      BOC & Other Affiliates	9	4	24	7	10	8
DS0      Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0      Non-Affiliates	9	7	12	13	9	11
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	<i>0</i>	<i>3</i>	<i>-12</i>	<i>6</i>	<i>-1</i>	<i>3</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>

**Performance Measurement No. 5 - Exchange Access**  
**Mean Time to Restore**

(measured in terms of percentage received within each successive one hour period, until 95% was attained)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
<b>Texas Results</b>						
<b>% Restored In First Hour</b>						
DS3    BOC & Other Affiliates	81.33%	66.67%	0.00%	37.50%	66.67%	62.50%
DS3    Section 272 Affiliates	n/a	0.00%	100.00%	n/a	n/a	n/a
DS3    Non-Affiliates	78.57%	57.14%	30.00%	55.56%	30.77%	
<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>	-4.76%	-9.13%	-7.00%	-12.50%	-11.13%	31.73%
<b>Difference - Non-affiliates less Section 272 Affiliates</b>	n/a	57.14%	-70.00%	n/a	n/a	n/a
DS1    BOC & Other Affiliates	16.53%	15.50%	13.67%	13.65%	13.66%	15.95%
DS1    Section 272 Affiliates	11.11%	8.33%	8.33%	21.43%	15.38%	11.11%
DS1    Non-Affiliates	23.10%	18.99%	17.63%	16.91%	17.18%	14.04%
<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>	6.57%	3.49%	3.96%	3.52%	3.52%	-1.91%
<b>Difference - Non-affiliates less Section 272 Affiliates</b>	11.90%	10.65%	9.10%	-4.52%	1.80%	2.91%
DS0    BOC & Other Affiliates	20.91%	20.93%	17.33%	14.29%	15.38%	11.48%
DS0    Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0    Non-Affiliates	24.80%	23.84%	15.33%	19.21%	17.75%	15.63%
<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>	3.87%	2.91%	2.00%	4.93%	2.37%	4.15%
<b>Difference - Non-affiliates less Section 272 Affiliates</b>	n/a	n/a	n/a	n/a	n/a	n/a
<b>Successive One Hour Period when 95% was attained</b>						
DS3    BOC & Other Affiliates	6	2	8	5	5	6
DS3    Section 272 Affiliates	n/a	2	1	n/a	n/a	n/a
DS3    Non-Affiliates	5	2	2	3	5	4
<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>	-1	0	-6	-2	0	2
<b>Difference - Non-affiliates less Section 272 Affiliates</b>	n/a	0	1	n/a	n/a	n/a
DS1    BOC & Other Affiliates	10	11	11	11	11	14
DS1    Section 272 Affiliates	5	6	13	5	5	5
DS1    Non-Affiliates	10	11	13	11	10	12
<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>	0	0	2	0	-1	-2
<b>Difference - Non-affiliates less Section 272 Affiliates</b>	5	5	0	6	5	7
DS0    BOC & Other Affiliates	10	19	14	19	11	13
DS0    Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0    Non-Affiliates	9	11	11	11	10	12
<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>	-1	-8	-3	-8	-1	-1
<b>Difference - Non-affiliates less Section 272 Affiliates</b>	n/a	n/a	n/a	n/a	n/a	n/a



**Performance Measurement No 6 - PIC Changes**  
**Time to Restore PIC After Trouble Report**  
(measured in terms of percentage of PIC troubles cleared within each successive 1 hour period, until 95% is achieved)

Product Entity	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-01	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	
<b>Missouri Results</b>																			
% Restored In First Hour																			
PIC    BOC & Affiliates																			
PIC	29.6%	45.2%	35.0%	42.9%	50.0%	41.9%	33.3%	34.1%	23.9%	18.2%	14.0%	61.1%	43.6%						
Non-Affiliates	34.3%	39.7%	33.3%	52.9%	47.8%	41.0%	45.8%	21.9%	40.0%	47.9%	55.0%	55.0%	20.4%						
Difference	4.6%	-5.4%	-1.7%	-9.5%	-6.0%	-7.7%	-11.7%	-2.0%	-2.7%	-13.9%	-6.1%	-6.1%	-21.2%						
LPIC    BOC & Affiliates																			
LPIC	29.5%	41.7%	32.9%	37.7%	42.3%	40.0%	31.3%	14.3%	19.0%	33.3%	34.8%	54.9%	35.5%						
Non-Affiliates	34.2%	37.4%	36.1%	31.3%	64.0%	47.2%	51.6%	34.1%	52.0%	49.0%	66.7%	10.5%	10.5%						
Difference	4.7%	-4.3%	3.2%	6.4%	44.4%	24.0%	16.0%	17.3%	15.7%	18.7%	14.2%	11.8%	-25.0%						
Successive One Hour Period when 95% was attained																			
PIC    BOC & Affiliates																			
PIC	41	34	66	46	65	78	73	63	68	34	28	49	50						
Non-Affiliates	25	25	40	72	25	70	47	25	51	24	20	16	32						
Difference	15	9	26	(26)	40	76	26	17	17	16	8	34	(2)						
LPIC    BOC & Affiliates																			
LPIC	41	14	47	72	65	91	68	41	70	34	25	48	50						
Non-Affiliates	25	20	43	52	25	51	50	25	51	16	10	4	32						
Difference	16	14	4	20	40	38	18	16	16	18	15	44	(12)						
<b>Oklahoma Results</b>																			
% Restored In First Hour																			
PIC    BOC & Affiliates																			
PIC	23.8%	31.6%	60.5%	40.3%	54.8%	40.6%	41.5%	22.2%	39.4%	47.8%	31.3%	51.5%	40.0%	50.0%	42.1%	44.4%	42.0%	45.8%	
Non-Affiliates	31.7%	27.3%	36.0%	31.4%	47.8%	22.7%	37.1%	20.0%	24.3%	41.7%	35.7%	26.1%	44.4%	43.8%	43.8%	43.5%	50.0%	43.5%	
Difference	7.9%	-4.3%	-24.5%	-8.0%	-6.9%	-17.9%	-4.4%	-2.2%	15.1%	-6.2%	24.4%	-2.5%	4.4%	-6.3%	-1.6%	-12.4%	7.1%	-7.4%	
LPIC    BOC & Affiliates																			
LPIC	28.8%	32.1%	57.1%	35.7%	54.0%	35.7%	39.0%	21.4%	37.2%	40.6%	35.9%	48.2%	33.9%	38.5%	39.1%	37.8%	45.0%	47.2%	
Non-Affiliates	21.1%	33.3%	28.6%	40.0%	47.1%	26.7%	36.6%	22.2%	24.0%	50.0%	31.3%	25.0%	60.0%	54.6%	37.5%	50.0%	42.9%	-4.4%	
Difference	-7.7%	1.3%	-28.6%	4.4%	-6.9%	-9.0%	-2.4%	0.8%	-13.2%	9.4%	-4.7%	-19.2%	12.1%	21.5%	15.4%	-0.3%	5.0%		
Successive One Hour Period when 95% was attained																			
PIC    BOC & Affiliates																			
PIC	30	36	34	51	21	48	30	70	52	18	37	27	68	28	26	46	25	50	
Non-Affiliates	24	26	27	39	49	19	24	47	24	21	30	53	25	68	23	35	22	21	
Difference	6	10	7	12	(28)	29	6	23	28	(3)	7	(26)	43	(40)	3	11	3	29	
LPIC    BOC & Affiliates																			
LPIC	39	36	29	49	21	15	10	56	48	20	37	27	68	66	26	46	18	71	
Non-Affiliates	24	26	7	39	72	19	19	47	14	65	47	11	25	19	23	51	45	21	
Difference	15	10	22	10	(31)	11	9	34	(45)	(10)	16	43	47	3	47	3	(27)	30	

**Performance Measurement No. 6 - PIC Changes  
Time to Restore PIC After Trouble Report**

(measured in terms of percentage of PIC troubles cleared within each successive 1 hour period, until 95% is achieved)

Product Entity	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
<b>Texas Results</b>																		
<b>% Restored in First Hour</b>																		
PIC      BOC & Affiliates																		
Non-Affiliates																		
<b>Difference</b>																		
LPIC      BOC & Affiliates																		
Non-Affiliates																		
<b>Difference</b>																		
Successive One Hour Period when 95% was attained																		
PIC      BOC & Affiliates																		
Non-Affiliates																		
<b>Difference</b>																		
LPIC      BOC & Affiliates																		
Non-Affiliates																		
<b>Difference</b>																		
PIC      BOC & Affiliates																		
Non-Affiliates																		
<b>Difference</b>																		

**Performance Measurement No 6 - PIC Changes  
Time to Restore PIC After Trouble Report**

(measured in terms of percentage of PIC troubles cleared within each successive 1 hour period, until 95% is achieved)

Product Family	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
<b>Arkansas Results</b>						
<b>% Restored In First Hour</b>						
PIC BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
PIC Section 272 Affiliates	37.5%	57.8%	60.0%	66.7%	73.1%	68.0%
PIC Non-Affiliates	65.4%	60.0%	49.0%	45.2%	50.0%	44.4%
Difference - Non-affiliates less BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
Difference - Non-affiliates less Section 272 Affiliates	27.8%	21.1%	-20.0%	-21.5%	-23.0%	-3.5%
LPIC BOC & Other Affiliates	63.6%	60.0%	17.5%	50.0%	28.6%	22.2%
LPIC Section 272 Affiliates	37.5%	58.8%	62.5%	64.3%	69.2%	47.8%
LPIC Non-Affiliates	68.8%	60.0%	35.3%	47.4%	66.7%	57.9%
Difference - Non-affiliates less BOC & Other Affiliates	5.1%	0.0%	-2.2%	-2.6%	38.1%	31.6%
Difference - Non-affiliates less Section 272 Affiliates	11.2%	1.8%	-27.2%	-16.9%	-2.5%	10.0%

**Successive One Hour Period when 95% was attained**

PIC BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
<b>Section 272 Affiliates</b>						
<b>Non-Affiliates</b>						
PIC Non-Affiliates	5	8	24	23	67	19
Difference - Non-affiliates less BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
Difference - Non-affiliates less Section 272 Affiliates	-10	-42	3	2	40	-27
LPIC BOC & Other Affiliates	6	23	24	25	104	30
LPIC Section 272 Affiliates	25	50	21	21	21	46
LPIC Non-Affiliates	4	8	25	23	67	32
Difference - Non-affiliates less BOC & Other Affiliates	2	-15	7	2	-37	2
Difference - Non-affiliates less Section 272 Affiliates	-21	-42	4	2	46	-14

Performance Measurement No 6 - PIC Changes  
Time to Restore PIC After Trouble Report

(measured in terms of percentage of PIC troubles cleared within each successive 1 hour period, until 95% is achieved)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
<b>California Results</b>						
<b>% Restored In First Hour</b>						
PIC BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
PIC Section 272 Affiliates	58.7%	51.9%	66.9%	63.8%	57.4%	58.8%
PIC Non-Affiliates	64.8%	55.8%	61.1%	68.9%	66.0%	55.1%
Difference - Non-affiliates less BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
Difference - Non-affiliates less Section 272 Affiliates	n/a	1.85%	5.73%	5.04%	9.50%	-3.70%
L.PIC BOC & Other Affiliates	69.7%	57.8%	64.1%	65.7%	62.3%	57.8%
L.PIC Section 272 Affiliates	54.8%	56.4%	65.8%	65.0%	58.5%	57.0%
L.PIC Non-Affiliates	59.5%	52.4%	59.6%	67.6%	62.9%	59.7%
Difference - Non-affiliates less BOC & Other Affiliates	-10.22%	-5.16%	-4.35%	-1.93%	0.61%	-1.90%
Difference - Non-affiliates less Section 272 Affiliates	4.68%	-3.97%	2.58%	4.36%	2.62%	
<b>Successive One Hour Period when 95% was attained</b>						
PIC BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
PIC Section 272 Affiliates	4	5	4	4	4	3
PIC Non-Affiliates	3	16	3	3	3	3
Difference - Non-affiliates less BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
Difference - Non-affiliates less Section 272 Affiliates	-1	13	-1	-1	-1	0
L.PIC BOC & Other Affiliates	1	18	3	4	3	3
L.PIC Section 272 Affiliates	4	5	4	3	4	3
L.PIC Non-Affiliates	4	3	4	3	4	3
Difference - Non-affiliates less BOC & Other Affiliates	1	15	1	1	1	0
Difference - Non-affiliates less Section 272 Affiliates	0	.2	0	0	0	0

**Performance Measurement No 6 - PIC Changes  
Time to Restore PIC After Trouble Report**

(measured in terms of percentage of PIC troubles cleared within each successive 1 hour period, until 95% is achieved)

Product Entity	Jan-03	Feb-01	Mar-03	Apr-01	May-03	Jun-01
<b>Kansas Results</b>						
<b>% Restored In First Hour</b>						
PIC      BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
PIC      Section 272 Affiliates	66.7%	35.1%	73.7%	57.1%	41.1%	57.1%
PIC      Non-Affiliates	55.6%	58.5%	31.5%	66.7%	15.0%	55.6%
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	n/a	n/a	n/a	n/a	n/a	n/a
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	-11.1%	23.40%	-40.35%	9.33%	-6.67%	-1.54%
LPIC      BOC & Other Affiliates	18.2%	58.8%	66.7%	68.4%	50.0%	37.5%
LPIC      Section 272 Affiliates	70.4%	33.3%	65.0%	57.0%	36.8%	57.1%
LPIC      Non-Affiliates	68.5%	57.7%	18.6%	62.5%	30.0%	63.2%
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	30.5%	-1.13%	-47.92%	-5.92%	-20.00%	25.66%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	-1.84%	24.36%	-46.23%	4.61%	6.02%	6.02%

**Successive One Hour Period when 95% was attained**

PIC      BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
PIC      Section 272 Affiliates	20	1	53	28	70	41
PIC      Non-Affiliates	22	64	65	15	17	19
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	n/a	n/a	n/a	n/a	n/a	n/a
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	2	61	12	.13	.53	.22
LPIC      BOC & Other Affiliates	23	4	65	4	15	19
LPIC      Section 272 Affiliates	20	3	5	50	70	41
LPIC      Non-Affiliates	22	64	72	19	17	64
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	-1	60	7	15	2	45
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	2	61	67	-31	-53	23

**Performance Measurement No 6 - PIC Changes  
Time to Restore PIC After Trouble Report**

(measured in terms of percentage of PIC troubles cleared within each successive 1 hour period, until 95% is achieved)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
<b>Missouri Results</b>						
<b>%s Restored In First Hour</b>						
PIC BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
PIC Section 272 Affiliates	43.6%	29.1%	46.2%	36.7%	36.4%	50.0%
PIC Non-Affiliates	29.8%	57.4%	57.4%	38.0%	45.2%	46.0%
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	n/a	n/a	n/a	n/a	n/a	n/a
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	-13.80%	29.13%	11.23%	1.32%	8.80%	2.00%
LPIC BOC & Other Affiliates	31.3%	37.7%	50.0%	38.2%	41.9%	50.0%
LPIC Section 272 Affiliates	40.0%	31.2%	46.9%	36.0%	35.7%	50.0%
LPIC Non-Affiliates	35.0%	65.4%	64.3%	44.7%	50.0%	46.9%
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	1.67%	27.68%	14.29%	6.50%	8.06%	3.12%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	5.00%	14.23%	17.41%	8.74%	14.29%	1.12%

**Successive One Hour Period when 95% was attained**

PIC BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
PIC Section 272 Affiliates	32	49	53	66	96	114
PIC Non-Affiliates	31	18	14	38	48	101
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	n/a	n/a	n/a	n/a	n/a	n/a
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	-1	31	-39	-28	-48	-13
LPIC BOC & Other Affiliates	38	48	42	41	43	112
LPIC Section 272 Affiliates	24	49	46	66	98	114
LPIC Non-Affiliates	19	22	7	38	63	101
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	-19	-26	-35	-3	20	-11
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	-5	-27	-39	-28	-35	-13

**Performance Measurement No 6 - PIC Changes  
Time in Restore PIC After Trouble Report**

(measured in terms of percentage of PIC troubles cleared within each successive 1 hour period, until 95% is achieved)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
<b>Nevada Results</b>						
<b>% Restored in First Hour</b>						
PIC      BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
PIC      Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	0.0%
PIC      Non-Affiliates	n/a	n/a	n/a	n/a	n/a	100.0%
Difference - Non-affiliates less BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	100.00%
LPIC      BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	100.0%
LPIC      Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	0.0%
LPIC      Non-Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
Difference - Non-affiliates less BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
<b>Successive One Hour Period when 95% was attained</b>						
PIC      BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
PIC      Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	2
PIC      Non-Affiliates	n/a	n/a	n/a	n/a	n/a	1
Difference - Non-affiliates less BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	.7
LPIC      BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	1
LPIC      Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	2
LPIC      Non-Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
Difference - Non-affiliates less BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a

**Performance Measurement No 6 - PIC Changes**  
**Time to Restore PIC After Trouble Report**

(measured in terms of percentage of PIC troubles cleared within each successive 1 hour period, until 95% is achieved)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
<b>Oldahoma Results</b>						
<b>% Restored In First Hour</b>						
PIC BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
PIC Section 272 Affiliates	53.6%	52.9%	53.9%	48.8%	45.0%	48.8%
PIC Non-Affiliates	63.2%	58.3%	44.8%	50.0%	60.0%	64.7%
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>9.59%</i>	<i>5.39%</i>	<i>.902%</i>	<i>1.22%</i>	<i>1.500%</i>	<i>1.5.93%</i>
LPIC BOC & Other Affiliates	44.4%	28.6%	44.4%	47.1%	33.1%	55.6%
LPIC Section 272 Affiliates	52.0%	50.0%	53.9%	47.5%	44.1%	52.5%
LPIC Non-Affiliates	71.4%	72.2%	50.0%	54.2%	63.6%	50.0%
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	<i>26.99%</i>	<i>43.65%</i>	<i>3.55%</i>	<i>7.11%</i>	<i>30.31%</i>	<i>-5.56%</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>19.43%</i>	<i>22.22%</i>	<i>1.83%</i>	<i>6.67%</i>	<i>19.17%</i>	<i>2.10%</i>
<b>Successive One Hour Period when 95% was attained</b>						
PIC BOC & Other Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
PIC Section 272 Affiliates	48	49	90	49	61	89
PIC Non-Affiliates	46	20	45	19	27	94
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>-2</i>	<i>-29</i>	<i>-45</i>	<i>-30</i>	<i>-34</i>	<i>5</i>
LPIC BOC & Other Affiliates	46	25	5	54	20	71
LPIC Section 272 Affiliates	48	49	90	42	71	89
LPIC Non-Affiliates	19	3	45	19	27	94
<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	<i>27</i>	<i>-22</i>	<i>40</i>	<i>35</i>	<i>7</i>	<i>21</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>-29</i>	<i>-46</i>	<i>-45</i>	<i>-23</i>	<i>44</i>	<i>5</i>

(measured in terms of percentage of PIC trouble cleared within each successive 1 hour period, until 95% is achieved)

Performance Measurement No 6 - PIC Changes  
Time to Restore PIC After Trouble Report

Texas Results  
% Restored in First Hour  
PIC BOC & Other Affiliates  
PIC Section 272 Affiliates  
PIC Non-Affiliates  
LPIC BOC & Other Affiliates  
LPIC Section 272 Affiliates  
LPIC Non-Affiliates  
PIC BOC & Other Affiliates  
PIC Section 272 Affiliates  
PIC Non-Affiliates  
LPIC BOC & Other Affiliates  
LPIC Section 272 Affiliates  
LPIC Non-Affiliates

Successful One Hour Period when 95% was attained

	May-03	Apr-03	Mar-03	Feb-03	Jan-03	Product Entry
LPIC BOC & Other Affiliates	44.4%	51.9%	42.2%	59.4%	48.5%	32.8%
LPIC Section 272 Affiliates	41.8%	52.7%	32.7%	41.7%	41.7%	47.7%
LPIC Non-Affiliates	43.9%	52.3%	49.6%	49.0%	37.8%	22.5%
PIC BOC & Other Affiliates	40.8%	52.3%	49.6%	40.4%	35.9%	35.4%
PIC Section 272 Affiliates	41.8%	52.7%	32.7%	41.7%	41.7%	47.7%
PIC Non-Affiliates	43.9%	52.3%	49.6%	40.4%	36.2%	36.2%
LPIC BOC & Other Affiliates	20.3%	20.4%	20.4%	20.4%	20.4%	20.4%
LPIC Section 272 Affiliates	20.3%	20.4%	20.4%	20.4%	20.4%	20.4%
LPIC Non-Affiliates	20.3%	20.4%	20.4%	20.4%	20.4%	20.4%
PIC BOC & Other Affiliates	7.0%	7.0%	7.0%	7.0%	7.0%	7.0%
PIC Section 272 Affiliates	7.0%	7.0%	7.0%	7.0%	7.0%	7.0%
PIC Non-Affiliates	7.0%	7.0%	7.0%	7.0%	7.0%	7.0%

Difference - Non-affiliates less Section 272 Affiliates

Difference - Non-affiliates less BOC & Other Affiliates

Difference - Non-affiliates less Section 272 Affiliates

Difference - Non-affiliates less BOC & Other Affiliates

Difference - Non-affiliates less Section 272 Affiliates

Difference - Non-affiliates less BOC & Other Affiliates

Difference - Non-affiliates less Section 272 Affiliates

Difference - Non-affiliates less BOC & Other Affiliates

Difference - Non-affiliates less Section 272 Affiliates

Difference - Non-affiliates less BOC & Other Affiliates

Difference - Non-affiliates less Section 272 Affiliates

Difference - Non-affiliates less BOC & Other Affiliates

Difference - Non-affiliates less Section 272 Affiliates

Difference - Non-affiliates less BOC & Other Affiliates

Difference - Non-affiliates less Section 272 Affiliates

Difference - Non-affiliates less BOC & Other Affiliates

Difference - Non-affiliates less Section 272 Affiliates

Difference - Non-affiliates less BOC & Other Affiliates

Difference - Non-affiliates less Section 272 Affiliates

Difference - Non-affiliates less BOC & Other Affiliates

Difference - Non-affiliates less Section 272 Affiliates

Difference - Non-affiliates less BOC & Other Affiliates

**Performance Measurement No. 7 - Exchange Access**

**Mean Time to Clear Network Trouble**

(measured in average number of hours to clear network trouble)

Product Entity	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	
<b>Arkansas Results</b>																			
DSL BOC & Affiliates						2.41	2.70	2.22	2.01	3.03	3.60	2.63	2.51	2.63	2.50	1.96	2.99	1.81	2.43
DSL Non-Affiliates						2.86	3.65	2.68	2.34	3.12	3.43	2.52	2.83	3.05	3.29	3.82	3.66	3.02	2.99
<i>Difference</i>						0.45	0.93	0.46	0.33	0.09	(0.17)	(0.11)	0.32	0.42	0.79	1.86	0.67	1.21	0.16
DSO BOC & Affiliates						4.04	2.91	1.67	1.73	4.25	3.09	2.05	2.47	3.11	4.18	2.95	2.96	3.31	2.88
DSO Non-Affiliates						4.45	4.06	2.84	2.76	3.91	4.15	3.36	2.24	4.01	4.59	3.49	3.28	2.68	2.83
<i>Difference</i>						0.41	1.15	1.17	1.03	(0.34)	1.06	1.31	(0.23)	0.90	0.41	0.54	0.32	(0.63)	(0.05)
<b>Kansas Results</b>																			
DSL BOC & Affiliates	2.46	2.84	4.26	4.18	2.04	2.27	2.61	2.51	3.13	2.18	2.43	2.40	3.00	2.60	2.91	2.93	2.52	2.09	
DSL Non-Affiliates	3.50	3.60	3.43	3.25	2.75	3.00	2.42	2.76	3.26	3.32	3.27	2.97	3.59	2.99	3.07	2.97	3.47	2.38	
<i>Difference</i>	1.04	0.76	(0.83)	(0.93)	0.71	0.73	(0.19)	0.25	0.13	1.14	0.84	0.37	0.39	0.39	0.16	0.04	0.95	0.29	
DSO BOC & Affiliates	3.70	3.28	3.65	2.46	2.99	2.40	4.03	1.68	3.70	1.83	2.06	3.09	4.98	3.13	2.81	2.37	2.79	2.61	
DSO Non-Affiliates	4.07	5.08	6.94	4.14	3.28	3.20	2.38	3.42	3.14	3.68	3.31	4.28	3.86	4.31	2.57	4.01	3.30	1.77	
<i>Difference</i>	0.37	1.80	3.29	1.68	0.29	0.80	(1.65)	1.74	(0.56)	1.85	1.25	1.19	(1.12)	1.18	(0.24)	1.64	0.51	(0.84)	
<b>Missouri Results</b>																			
DSL BOC & Affiliates						4.33	2.61	5.46	2.68	2.57	2.53	2.90	3.31	3.15	3.54	2.60	2.40	2.84	
DSL Non-Affiliates						4.27	2.88	3.89	2.81	3.06	3.06	3.11	2.81	2.91	2.85	2.82	3.09	2.53	
<i>Difference</i>						(0.06)	0.27	(1.57)	0.13	0.49	0.53	0.21	(0.30)	(0.24)	(0.69)	0.22	0.69	(0.31)	
DSO BOC & Affiliates						5.98	3.47	3.60	3.32	4.24	3.65	3.30	3.56	2.58	3.51	4.79	3.08	2.43	
DSO Non-Affiliates						3.52	2.88	5.18	2.75	3.49	3.62	2.84	3.42	3.47	3.28	3.86	3.43	3.04	
<i>Difference</i>						(2.46)	(0.59)	1.58	(0.57)	(0.75)	(0.03)	(0.46)	(0.14)	0.89	(0.23)	(0.93)	0.37	0.61	
<b>Oklahoma Results</b>																			
DSL BOC & Affiliates	4.22	3.73	4.14	3.34	3.81	4.35	3.47	3.15	2.69	2.62	3.84	4.32	2.41	3.36	3.00	3.21	2.96	2.14	
DSL Non-Affiliates	3.90	3.87	3.56	4.00	3.57	3.20	3.15	3.34	3.15	3.65	3.31	4.02	3.30	3.68	3.06	3.40	3.95	3.17	
<i>Difference</i>	(0.32)	0.14	(0.58)	0.66	(0.24)	(1.15)	(0.32)	0.19	0.46	1.03	(0.53)	(0.30)	0.89	0.32	0.06	0.19	0.99	1.03	
DSO BOC & Affiliates	3.79	4.80	3.21	4.84	3.12	2.90	2.55	2.72	3.68	2.72	3.15	3.95	4.06	2.86	2.53	2.16	3.46	3.31	
DSO Non-Affiliates	4.97	3.84	4.59	4.27	3.41	4.31	2.80	4.37	3.89	3.10	3.64	4.11	2.66	4.21	3.42	3.86	3.15	2.86	
<i>Difference</i>	1.18	(0.96)	1.38	(0.57)	0.29	1.41	0.25	1.65	0.21	0.38	0.49	0.16	(1.40)	1.35	0.89	1.70	(0.31)	(0.45)	
<b>Texas Results</b>																			
DSL BOC & Affiliates	4.83	4.70	4.71	4.09	5.37	4.08	4.22	3.79	4.21	4.63	3.56	3.48	4.40	4.05	4.39	4.41	4.34	3.89	
DSL Non-Affiliates	4.84	4.19	4.22	4.24	3.78	3.57	3.20	3.31	3.28	3.78	3.19	3.30	4.08	3.52	3.57	3.60	3.64	3.05	
<i>Difference</i>	0.01	(0.31)	(0.49)	0.15	(1.59)	(0.51)	(1.02)	(0.48)	(0.93)	(0.85)	(0.37)	(0.18)	(0.32)	(0.53)	(0.82)	(0.70)	(0.84)		
DSO BOC & Affiliates	4.38	5.56	6.70	4.93	3.51	4.19	5.33	4.23	6.02	6.34	4.51	4.28	3.56	4.48	3.21	4.20	4.54	5.19	
DSO Non-Affiliates	5.72	4.58	5.10	4.86	4.54	4.06	3.92	3.54	3.88	3.88	3.13	3.04	3.76	3.30	3.68	3.74	3.89	3.31	
<i>Difference</i>	1.34	(0.98)	(1.60)	0.03	1.03	(0.13)	(1.41)	(0.69)	(2.14)	(2.46)	(1.38)	(1.24)	0.20	(1.18)	0.47	(0.46)	(0.63)	(1.88)	

**Performance Measurement No 7 - Exchange Access  
Mean Time to Clear Network Trouble  
(measured in average number of hours to clear network trouble)**

Product	Entity	Jan-03	Feb-04	Mar-03	Apr-03	May-03	Jun-03
<b>Arkansas Results</b>							
<b>BOC &amp; Other Affiliates</b>							
DSI	Section 272 Affiliates	2.16	2.15	2.37	2.61	3.15	2.43
DSI	n/a	n/a	2.05	1.21	2.79	3.67	1.81
DSI	Non-Affiliates	2.87	2.35	2.88	2.59	2.81	3.10
DSI	<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	0.71	0.17	0.17	0.02	-0.24	0.67
<i>Difference - Non-affiliates less Section 272 Affiliates</i>							
DSO	BOC & Other Affiliates	2.49	1.92	1.72	1.72	2.16	2.37
DSO	Section 272 Affiliates	n/a	0.15	n/a	n/a	n/a	n/a
DSO	Non-Affiliates	2.87	2.62	3.41	2.92	4.15	3.61
DSO	<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	0.38	0.70	1.60	-0.80	1.19	1.24
DSO	<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	2.47	n/a	n/a	n/a	n/a
 <b>California Results</b>							
DSI	BOC & Other Affiliates	9.20	6.06	4.81	4.40	4.29	4.57
DSI	Section 272 Affiliates	n/a	n/a	1.59	3.66	1.71	3.16
DSI	Non-Affiliates	4.72	5.21	4.35	4.17	4.02	4.39
DSI	<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	0.48	0.85	-0.46	-0.33	-0.27	0.18
DSI	<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	n/a	2.76	0.51	0.31	1.23
DSO	BOC & Other Affiliates	6.88	4.56	3.74	4.06	5.12	4.00
DSO	Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DSO	Non-Affiliates	3.47	2.96	3.25	3.12	3.12	3.34
DSO	<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	-3.41	-1.60	-0.49	-0.94	-2.00	-0.66
DSO	<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	n/a	n/a	n/a	n/a	n/a
 <b>Kansas Results</b>							
DSI	BOC & Other Affiliates	2.15	2.13	3.16	2.40	2.20	3.17
DSI	Section 272 Affiliates	2.97	1.75	0.73	3.80	2.04	n/a
DSI	Non-Affiliates	2.85	2.65	2.79	3.19	2.93	3.60
DSI	<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	0.70	0.52	-0.37	0.79	0.71	0.23
DSI	<i>Difference - Non-affiliates less Section 272 Affiliates</i>	-0.12	0.90	2.06	-0.61	0.89	n/a
DSO	BOC & Other Affiliates	1.40	2.04	3.08	3.78	4.39	5.66
DSO	Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DSO	Non-Affiliates	2.65	2.67	3.67	2.91	3.11	4.30
DSO	<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	1.25	0.63	0.59	0.87	-1.28	-1.36
DSO	<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	n/a	n/a	n/a	n/a	n/a

**Performance Measurement No 7 - Exchange Access  
Mean Time to Clear Network Trouble**  
(measured in average number of hours to clear network trouble)

Product	Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
<b>Missouri Results</b>							
DS1	<b>BOC &amp; Other Affiliates</b>	2.02	2.51	2.91	2.75	2.61	2.68
DS1	<b>Section 272 Affiliates</b>	0.15	0.28	1.17	1.56	1.82	1.67
DS1	<b>Non-Affiliates</b>	2.49	2.78	2.35	2.51	2.65	3.15
	<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>	0.47	0.23	-0.56	0.22	0.04	0.47
	<b>Difference - Non-affiliates less Section 272 Affiliates</b>	2.34	2.50	1.18	0.97	0.83	1.44
DS0	<b>BOC &amp; Other Affiliates</b>	3.48	2.61	2.65	5.26	3.01	3.30
DS0	<b>Section 272 Affiliates</b>	n/a	n/a	n/a	n/a	n/a	n/a
DS0	<b>Non-Affiliates</b>	3.04	3.21	3.46	3.11	3.14	3.17
	<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>	-0.44	0.60	0.61	-2.1	0.31	-0.13
	<b>Difference - Non-affiliates less Section 272 Affiliates</b>	n/a	n/a	n/a	n/a	n/a	n/a
<b>Nevada Results</b>							
DS1	<b>BOC &amp; Other Affiliates</b>				3.94	3.24	
DS1	<b>Section 272 Affiliates</b>				n/a	n/a	
DS1	<b>Non-Affiliates</b>				5.62	4.69	
	<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>				1.78	1.45	
	<b>Difference - Non-affiliates less Section 272 Affiliates</b>				n/a	n/a	
DS0	<b>BOC &amp; Other Affiliates</b>				2.42	3.35	
DS0	<b>Section 272 Affiliates</b>				2.05	n/a	
DS0	<b>Non-Affiliates</b>				4.98	3.81	
	<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>				-1.54	-1.54	
	<b>Difference - Non-affiliates less Section 272 Affiliates</b>				n/a	n/a	
<b>Oklahoma Results</b>							
DS1	<b>BOC &amp; Other Affiliates</b>	3.25	2.64	3.78	2.67	3.06	2.96
DS1	<b>Section 272 Affiliates</b>	n/a	0.48	1.68	0.51	2.93	3.34
DS1	<b>Non-Affiliates</b>		2.72	3.87	3.67	3.36	3.96
	<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>	-0.31	0.14	0.09	1.00	0.30	1.00
	<b>Difference - Non-affiliates less Section 272 Affiliates</b>	n/a	2.30	2.19	3.16	0.43	0.62
DS0	<b>BOC &amp; Other Affiliates</b>	2.14	1.49	6.54	3.03	3.41	2.92
DS0	<b>Section 272 Affiliates</b>	n/a	n/a	n/a	n/a	n/a	n/a
DS0	<b>Non-Affiliates</b>		2.92	4.59	4.41	3.48	4.24
	<b>Difference - Non-affiliates less BOC &amp; Other Affiliates</b>	0.78	1.93	-1.95	1.38	0.07	1.32
	<b>Difference - Non-affiliates less Section 272 Affiliates</b>	n/a	n/a	n/a	n/a	n/a	n/a

**Performance Measurement No. 7 - Exchange Access  
Mean Time to Clear Network Trouble  
(measured in average number of hours to clear network trouble)**

Product	Entity	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01
<b>Texas Results</b>							
DS1 <b>BOC &amp; Other Affiliates</b>							
DS1	Section 272 Affiliates	3.40	3.60	4.16	3.80	3.90	4.32
DS1	Non-Affiliates	2.91	1.18	4.94	2.04	2.25	2.50
DS1	<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	-0.29	0.16	0.41	-0.36	-0.63	-0.45
DS1	<i>Difference - Non-affiliates less Section 272 Affiliates</i>	0.18	0.26	-0.37	1.40	1.00	1.28
DS0 <b>BOC &amp; Other Affiliates</b>							
DS0	Section 272 Affiliates	1.74	5.14	4.22	4.28	4.98	4.99
DS0	Non-Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0	<i>Difference - Non-affiliates less BOC &amp; Other Affiliates</i>	2.95	3.42	3.88	3.71	3.52	4.01
DS0	<i>Difference - Non-affiliates less Section 272 Affiliates</i>	-0.79	2.32	0.14	-0.57	1.46	-0.98